



Departmental Quarterly Performance Report

Department of Business Development

4//1/2005-6/30/2005

Fiscal Year 2004/2005

Third Quarter

I. Performance Initiatives	Page 2-19
II. Personnel Status	Page 20
III. Financial Performance	Page 21
IV. Department Director Review	Page 22

Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 4/1/2005-6/30/2005

MAJOR PERFORMANCE INITIATIVES

<p><u>Administration & Fiscal Management Division</u></p> <p>Strategic Area: Improve management of IT resources. Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange. Outcome ES4-5 Technology projects completed as planned. Key Performance Indicator 70% of projects completed as planned (on-time, on budget). Performance Measure: Implement a Living Wage Analysis Report to increase divisional productivity. FY 04/05 Third Quarter Status: Report completed and implemented in the third quarter. Maintenance/enhancements have been on-going.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Improve management of IT resources. Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange. Outcome ES4-5 Technology projects completed as planned. Key Performance Indicator 70% of projects completed as planned (on-time, on budget). Performance Measure: Implement a new Work History Report. FY 04/05 Third Quarter Status: The new Work History Report is currently undergoing analysis. Report will be 75% complete in FY 04/05 per CSBE/CBE ordinances.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Improve management of IT resources. Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange. Outcome ES4-5 Technology projects completed as planned. Key Performance Indicator 70% of projects completed as planned (on-time, on budget). Performance Measure: Develop and add the New Equitable Distribution Program rotation criteria to the EDP program. FY 04/05 Third Quarter Status: Completed new rotation criteria as per CICC user specifications. System implemented, maintenance is on-going.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>

Departmental Quarterly Performance Report
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<p>Strategic Area: Improve management of IT resources.</p> <p>Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange.</p> <p>Outcome ES4-5 Technology projects completed as planned.</p> <p>Key Performance Indicator 70% of projects completed as planned (on-time, on budget).</p> <p>Performance Measure: Convert the Affirmative Action Plan (AAP) program from APPROACH system to ORACLE database.</p> <p>FY 04/05 Third Quarter Status: Conversion is at 100%. Full implementation completed, maintenance on-going.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Improve management of IT resources.</p> <p>Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange.</p> <p>Outcome ES4-5 Technology projects completed as planned.</p> <p>Key Performance Indicator 70% of projects completed as planned (on-time, on budget).</p> <p>Performance Measure: Implement an Electronic Data Management System so that DBD staff can access file items electronically instead of keeping hard files and documents.</p> <p>FY 04/05 Third Quarter Status: Met with ETSD and held discussion regarding an “out-of-the-box” solution using EXECUTIVE LIBRARY (an IDENTITECH product already owned by MDC), which included using DBD’s monthly utilization reports (MURs) as a pilot document.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Improve management of IT resources.</p> <p>Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange.</p> <p>Outcome ES4-5 Technology projects completed as planned.</p> <p>Key Performance Indicator 70% of projects completed as planned (on-time, on budget).</p> <p>Performance Measure: Transfer DPM database Vendor Files to DBD’s database/transfer NIGP commodity codes to Oracle Database.</p> <p>FY 04/05 Third Quarter Status: All work was completed and implemented. Data loaded in DBD Oracle and used in various applications. Maintenance/enhancements are on-going.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>

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<p>Strategic Area: Improve management of IT resources.</p> <p>Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange.</p> <p>Outcome ES4-5 Technology projects completed as planned.</p> <p>Key Performance Indicator 70% of projects completed as planned (on-time, on budget).</p> <p>Performance Measure: Re-design the SBE/Micro-Business certification program database.</p> <p>FY 04/05 Third Quarter Status: All work completed during the third quarter. SBE/MICRO Business Programs implemented and is in production. Maintenance/enhancements are on-going.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Improve management of IT resources. Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange.</p> <p>Outcome ES4-5 Technology projects completed as planned.</p> <p>Key Performance Indicator 70% of projects completed as planned (on-time, on budget).</p> <p>Performance Measure: Develop a web-application to give department the ability to select firms from the NIGP Commodity Code.</p> <p>FY 04/05 Third Quarter Status: Due to increased service requests, work is scheduled to begin during the fourth quarter of FY 04/05.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Improve management of IT resources.</p> <p>Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange.</p> <p>Outcome ES4-5 Technology projects completed as planned.</p> <p>Key Performance Indicator 70% of projects completed as planned (on-time, on budget).</p> <p>Performance Measure: Expand the Equitable Distribution Program (EDP) by developing a New Rotation criteria and database structure replication; implement on-going modifications as per CICC.</p> <p>FY 04/05 Third Quarter Status: CICC is developing the specifications for the new rotation criteria. Database structure replication and modification work will begin once the governing A.O. is approved.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>

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<p>Strategic Area: Improve management of IT resources.</p> <p>Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange.</p> <p>Outcome ES4-5 Technology projects completed as planned.</p> <p>Key Performance Indicator 70% of projects completed as planned (on-time, on budget).</p> <p>Performance Measure: Implement a certification process for a local, small car- rental program (LSCR).</p> <p>FY 04/05 Third Quarter Status: The LSCR Business Program was implemented in the third quarter. Maintenance/enhancements are on-going.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Facilitate entities doing business with Miami-Dade County</p> <p>Goal: Create a more business friendly environment in Miami-Dade County.</p> <p>Outcome ED4-2: Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome).</p> <p>Key Performance Indicator 80% of businesses satisfied or very satisfied with the County's business processes within two years.</p> <p>Performance Measure: Provide comprehensive, phased-in financial assistance to CSBE firms.</p> <p>FY 04/05 Third Quarter Status: Revisions of the CSBE ordinance which includes language allowing implementation of a loan program for CSBEs was presented to the BCC and was approved. Procedures for implementation will be completed in the fourth quarter of FY 04/05 with implementation expected in FY 05/06. Outreach efforts for this program included presentations of a taped TV segment which began airing July 2005.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Facilitate entities doing business with Miami-Dade County</p> <p>Goal: Create a more business friendly environment in Miami-Dade County.</p> <p>Outcome ED4-2: Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome).</p> <p>Key Performance Indicator 80% of businesses satisfied or very satisfied with the County's business processes within two years.</p> <p>Performance Measure: Increase the number of firms bonded to 45 for FY 04/05.</p> <p>FY 04/05 Third Quarter Status: No new firms were bonded during this quarter due to conservatism in the bonding market. DBD is continuing to pursue an avenue to provide bonding mentorship and training for CSBEs.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>

Departmental Quarterly Performance Report
Department Name: Department of Business Development
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<p>Strategic Area: Involve leadership in demonstrating commitment to employees' success.</p> <p>Goal: Attract, develop and retain an effective, diverse and dedicated team of employees.</p> <p>Outcome ES5-4 Retention of excellent employees</p> <p>Key Performance Indicator Lower staff turnover</p> <p>Performance Measure: Conduct 25 in-house personnel workshops for FY 04/05.</p> <p>FY 04/05 Third Quarter Status: Fifteen training workshops were conducted. Total to date: 22</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service X Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe</p>
<p>Strategic Area: Involve leadership in demonstrating commitment to employees' success.</p> <p>Goal: Attract, develop and retain an effective, diverse and dedicated team of employees.</p> <p>Outcome ES5-4 Retention of excellent employees</p> <p>Key Performance Indicator Lower staff turnover</p> <p>Performance Measure: Develop and complete a more comprehensive, in-house training procedures manual.</p> <p>FY 04/05 Third Quarter Status: The Contract Compliance Officer training manual is 80% complete. Reviews/updates are on-going of the procedures that have been submitted by the BPD division.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service X Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe</p>
<p>Strategic Area: Involve leadership in demonstrating commitment to employees' success.</p> <p>Goal: Attract, develop and retain an effective, diverse and dedicated team of employees.</p> <p>Outcome ES5-4 Retention of excellent employees</p> <p>Key Performance Indicator Lower staff turnover</p> <p>Performance Measure: Develop a DBD comprehensive reference guide/manual for certified firms/vendors and other County departments.</p> <p>FY 04/05 Third Quarter Status: The compilation of the reference guide was reviewed by the project manager and is 90% complete.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service X Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe</p>

Departmental Quarterly Performance Report

Department Name: Department of Business Development
Reporting Period: 4/1/2005-6/30/2005

Strategic Area:

Facilitate entities doing business with Miami-Dade County; Enhance access to business development services (e.g. certification in the County's CSBE, SBE, CBE programs).

Goal:

Create a more business-friendly environment in Miami-Dade County.

Outcome ED4-2:

Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome).

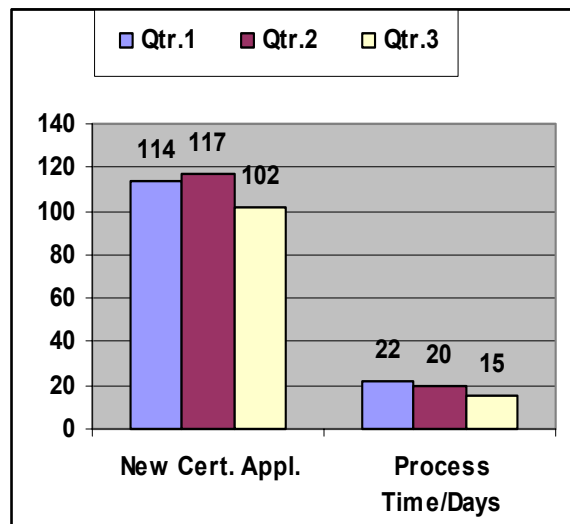
Key Performance Indicator

80% of businesses satisfied with the County's business processes within two years.

Performance Measure:

Approve all applications for new certifications within 20 days for FY 04/05.

FY04/05 Third Quarter Status - See graph below:



- X Strategic Plan
 - X Business Plan
 - X Budgeted Priorities
 - X Customer Service
 - ___ Workforce Dev.
 - ___ ECC Project
 - ___ Audit Response
 - ___ Other _____
- (Describe)

Departmental Quarterly Performance Report

Department Name: Department of Business Development
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Strategic Area:

Facilitate entities doing business with Miami-Dade County; Enhance access to business development services (e.g. certification in the County's CSBE, SBE, CBE programs).

Goal:

Create a more business-friendly environment in Miami-Dade County.

Outcome ED4-2:

Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome).

Key Performance Indicator

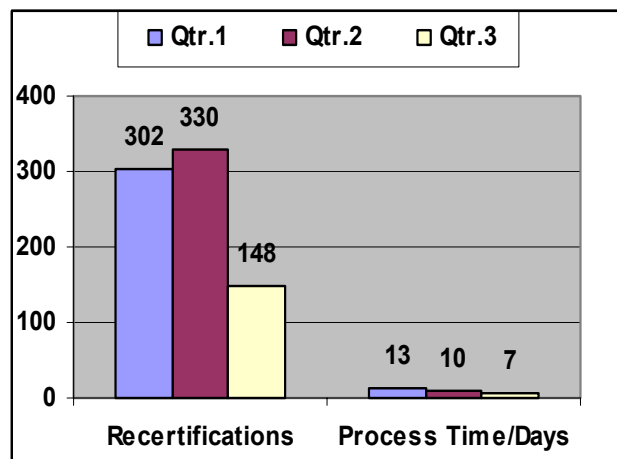
80% of businesses satisfied with the County's business processes within two years.

Performance Measure:

Approve applications with complete documentation for recertification within 12 days for FY 04/05.

FY04/05 Third Quarter Status:

See graph below:



X Strategic Plan
X Business Plan
X Budgeted Priorities
X Customer Service
___ Workforce Dev.
___ ECC Project
___ Audit Response
___ Other _____
(Describe)

Strategic Area:

Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.

Goal:

Enable County department and their service partners to deliver quality customer service.

Outcome ED4-2:

Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome).

Key Performance Indicator

80% of businesses satisfied with the County's business processes within two years.

Performance Measure:

Increase the number of Community Small Business Enterprises (CSBEs) through outreach efforts. Minimum of one outreach effort per month is targeted.

FY 04/05 Third Quarter Status:

There were twelve (12) outreach activities for this quarter. Also, DBD held its 4th annual Community Small Business Enterprise conference, participated in community meetings and forums that targeted small businesses.

X Strategic Plan
X Business Plan
X Budgeted Priorities
X Customer Service
___ Workforce Dev.
___ ECC Project
___ Audit Response
___ Other _____
(Describe)

Departmental Quarterly Performance Report
Department Name: Department of Business Development
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<p>Strategic Area: Facilitate entities doing business with Miami-Dade County.</p> <p>Goal: Create a more business-friendly environment in Miami-Dade County.</p> <p>Outcome ES4:2: Provide environment for the promotion of the economic growth of small & minority firms located in and doing business with Miami-Dade County. (priority outcome).</p> <p>Key performance Indicator 80% of businesses satisfied or very satisfied with the County's business processes within 2 years.</p> <p>Performance Measure: Provide a Small Business Enterprise (SBE) program for commodities and services for feasibility of management, technical and financial assistance. Complete management and technical assistance of 10% of firms in the first year of implementation.</p> <p>FY 04/05 Third Quarter Status: Training was completed for the Technical Assistance Coordinator who was hired to assist in developing and marketing the program components of the new Small Business Enterprise (SBE) Program.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
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Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 4/1/2005-6/30/2005

Business & Professional Development Division

Strategic Area:

Provide in-house support to departments to promote excellent or superb customer service.

Goal:

Enable County departments and their service partners to deliver quality customer service.

Outcome ES1-1:

Clearly-defined performance expectations & standards (priority outcome).

Key performance Indicator

Satisfaction ratings from service delivery departments.

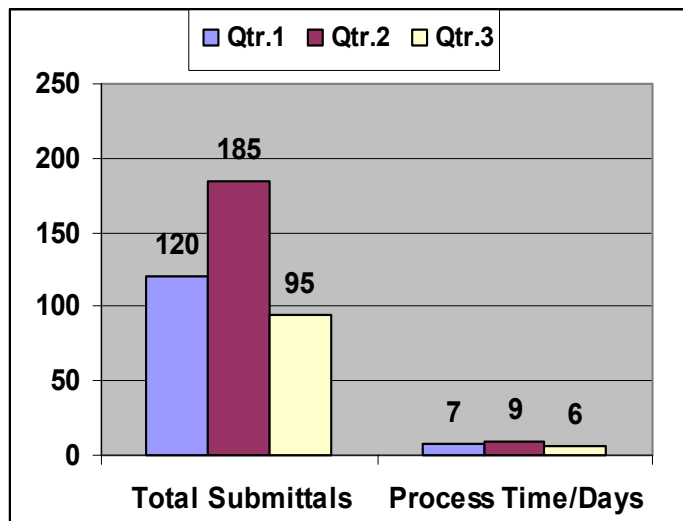
Performance Measure

Complete construction pre-award compliance reviews within 7 days of receipt for FY 04/05.

FY 04/05 Third Quarter Status:

Process time of six (6) days places this PM on track to complete reviews within 7 days for FY 04/05.

X Strategic Plan
X Business Plan
X Budgeted Priorities
X Customer Service
___ ECC Project
___ Workforce Dev.
___ Audit Response
___ Other _____
(Describe)



Departmental Quarterly Performance Report

Department Name: Department of Business Development
Reporting Period: 4/1/2005-6/30/2005

<p>Strategic Area: Provide in-house support to departments to promote excellent or superb customer service.</p> <p>Goal: Enable County departments and their service partners to deliver quality customer service.</p> <p>Outcome: ED4-2: Clearly-defined performance expectation and standards (priority outcome)</p> <p>Key performance Indicator Satisfaction ratings from service delivery departments</p> <p>Performance Measure: Complete procurement pre-award compliance reviews within 7 days.</p> <p>FY 04/05 Third Quarter Status In the third quarter, the number of A&E and construction compliance reviews decreased due to an overall decrease in submissions from user departments. This is normal and cyclical. No compliance reviews were recorded for procurement in the third quarter because the SBE program is only two months into implementation. Review Committee numbers will now reflect procurement reviews.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ ECC Project ___ Workforce Dev. ___ Audit Response ___ Other _____ (Describe)</p>												
<p>Strategic Area: Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to department to promote excellent or superb customer service.</p> <p>Goal: Enable County departments and their service partners to deliver quality customer service.</p> <p>Outcome ES1-1: Clearly-defined performance expectation and standards (priority outcome).</p> <p>Key performance Indicator Satisfaction ratings from service delivery departments.</p> <p>Performance Measure: Complete all A&E pre-award compliance reviews within 12 days of receipt for FY 04/05.</p> <p>FY 04/05 Third Quarter Status A&E compliance reviews declined due to the cyclical decrease in the submissions from user departments.</p> <div><table><thead><tr><th></th><th>Qtr.1</th><th>Qtr.2</th><th>Qtr.3</th></tr></thead><tbody><tr><td>Total Submittals</td><td>28</td><td>93</td><td>19</td></tr><tr><td>Process Time/Days</td><td>6</td><td>17</td><td>3</td></tr></tbody></table></div>		Qtr.1	Qtr.2	Qtr.3	Total Submittals	28	93	19	Process Time/Days	6	17	3	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ ECC Project ___ Workforce Dev. ___ Audit Response ___ Other _____ (Describe)</p>
	Qtr.1	Qtr.2	Qtr.3										
Total Submittals	28	93	19										
Process Time/Days	6	17	3										

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Department Name: Department of Business Development
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Strategic Area:

Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.

Goal:

Enable County department and their service partners to deliver quality customer service.

Outcome ES3:1:

Streamlined and responsive analysis based on clearly-defined standards (priority outcome).

Key performance Indicator

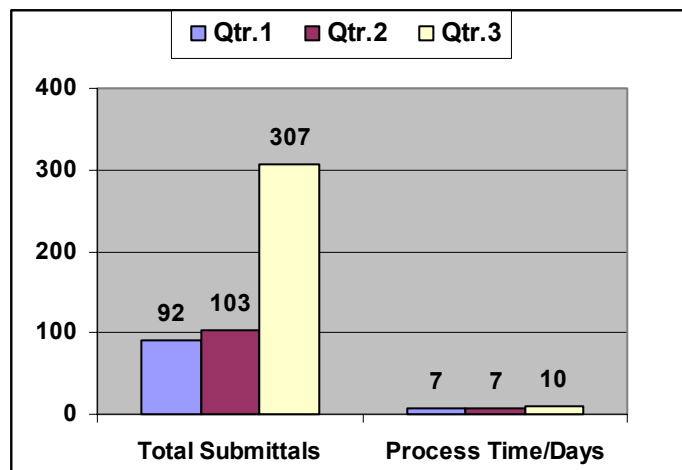
85% of internal users satisfied with overall service by FY 05/06.

Performance Measure:

Analyze construction, procurement and A&E projects for CSBE, CBE and CWP goals and measures as applicable within 9 days for FY 04/05.

FY 04/05 Third Quarter Status

The surge in the number of RC submissions in this quarter is attributed procurement projects now being submitted because the SBE (procurement) program was approved. This also accounted for the increase in process time.



X Strategic Plan
X Business Plan
X Budgeted Priorities
X Customer Service
— Workforce Dev.
— ECC Project
— Audit Response
— Other _____
(Describe)

Departmental Quarterly Performance Report

Department Name: Department of Business Development
Reporting Period: 4/1/2005-6/30/2005

Strategic Area:

Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.

Goal:

Enable County department and their service partners to deliver quality customer service.

Outcome ES1:1:

Clearly –defined performance expectations & standards (priority outcome).

Key performance Indicator

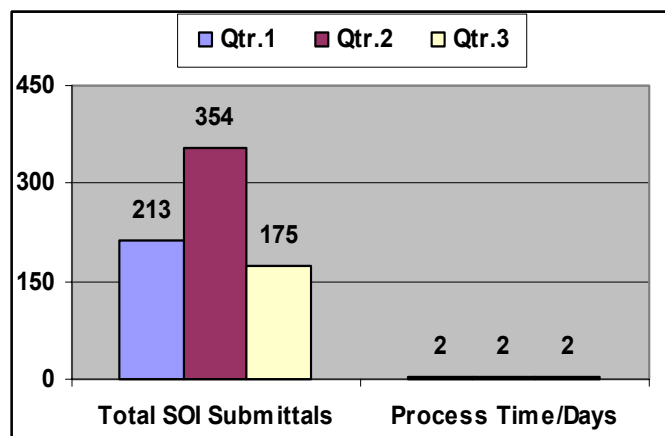
Satisfaction ratings from service delivery departments

Performance Measure

Conduct preliminary reviews of bidders Schedule of Intent (SOI) Affidavits within 2 days

FY 04/05 Third Quarter Status:

The review time of SOI Affidavits continues to fall within the mandated benchmark.



X Strategic Plan
 X Business Plan
 X Budgeted Priorities
 X Customer Service
 ___ Workforce Dev.
 ___ ECC Project
 ___ Audit Response
 ___ Other _____
 (Describe)

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<p>Strategic Area: Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.</p> <p>Goal: Enable County department and their service partners to deliver quality customer service.</p> <p>Outcome ES1:1: Clearly –defined performance expectation and standards (priority outcome).</p> <p>Key performance Indicator Satisfaction ratings from service delivery departments.</p> <p>Performance Measure: Review Community Workforce Plans (CWP) within 10 days.</p> <p>FY 04/05 Third Quarter Status No workforce plans were reviewed during this quarter.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service X Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Facilitate entities doing business with Miami-Dade County.</p> <p>Goal: Create a more business-friendly environment in Miami-Dade County.</p> <p>Outcome ES2:1: Provide environment for the promotion of the economic growth of small & minority firms located in and doing business with Miami-Dade County. (priority outcome).</p> <p>Key performance Indicator 80% of businesses satisfied or very satisfied with the County’s business processes within 2 years.</p> <p>Performance Measure: Develop a construction training component to complement the Community Workforce Program (CWP), which should increase the available pool of skilled workforce needed by contractors to meet established workforce goals.</p> <p>FY 04/05 Third Quarter Status Administration of the CWP was reassigned from BPD to the CRC division. The program focus will be to advance the monitoring and analysis of the CWP program along with the training component.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service X Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>

Departmental Quarterly Performance Report
Department Name: Department of Business Development
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Contract Review & Compliance Division

Strategic Area:

Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.

Goal:

Enable County departments and their service partners to deliver quality customer service.

Outcome ES1-1:

Clearly-defined customer service performance expectation & standards (priority outcome).

Key Performance Indicator

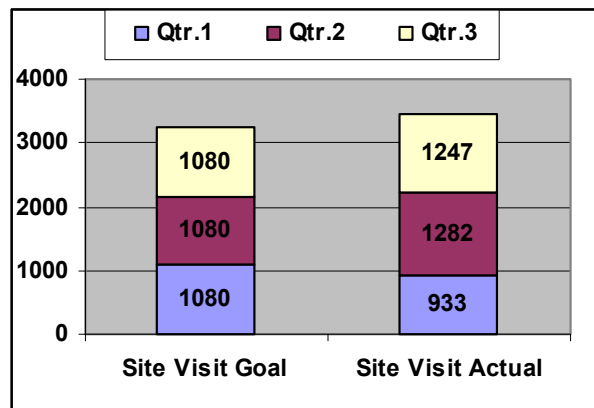
Satisfaction ratings from service delivery departments.

Performance Measure:

Achieve & maintain 100% desired level of site visits of 1080 per quarter.

FY 04/05 Third Quarter Status:

Staff continued to achieve their site visit goals.



X Strategic Plan
X Business Plan
X Budgeted Priorities
X Customer Service
___ Workforce Dev.
___ ECC Project
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___ Other _____
(Describe)

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<p>Strategic Area: Facilitate entities doing business with Miami-Dade County; Review existing regulations for bottlenecks.</p> <p>Goal: Create a more business-friendly environment in Miami-Dade County.</p> <p>Outcome ES1-1: Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome)</p> <p>Key Performance Indicator 80% of businesses satisfied with the County business processes within 2 years.</p> <p>Performance Measure: Conduct comprehensive audits once per year for every open (active) project that has wage requirements applicable under Ordinance 90-143.</p> <p>FY 04/05 Third Quarter Status: There are 318 open projects with the wage requirements applicable under Ordinance 90-143 to be monitored during FY 04/05. Sixty-five (65) projects were audited which exceeded the 21% goal set for this quarter. FY04/05 Audit Goal: 85%</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Facilitate entities doing business with Miami-Dade County; Review existing regulations for bottlenecks.</p> <p>Goal: Create a more business-friendly environment in Miami-Dade County.</p> <p>Outcome ES1-1: Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome)</p> <p>Key Performance Indicator 80% of businesses satisfied with the County business processes within 2 years.</p> <p>Performance Measure: Conduct comprehensive audits once per year for every open (active) project with measures.</p> <p>FY 04/05 Third Quarter Status: There are 255 open projects with the measures applied as per Ordinance 97-52 to be monitored during FY 04/05. Fifty-two (52) projects were audited which exceeded the quarterly 21% goal. FY04/05 Audit Goal: 85%</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Promote the benefits of living wages, etc., to the business community at large.</p> <p>Goal: Lead the coordination of economic development activities throughout Miami-Dade County.</p> <p>Outcome ED2-4: Maximization of living wage opportunities for all Miami-Dade County residents.</p> <p>Key Performance Indicator: Increase in percentage of individuals earning a living wage in Miami-Dade County.</p> <p>Performance Measure: Standardize enforcement procedures.</p> <p>FY 04/05 Third Quarter Status: A CWP/Procurement Manager's position was transferred from BPD to CRC division. The addition of this position should aid the CRC Division in further promoting and monitoring living wages on County projects as well as coordinate, develop the training component and advance the monitoring of the CWP.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>

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<p>Strategic Area: Develop training opportunities that provide employees and managers with the competencies that result in increased proficiencies.</p> <p>Goal: Attract, develop and retain an effective, diverse and dedicated team of employees.</p> <p>Outcome ES5:4: Provide workforce skills that will develop a motivated, dedicated workforce team aligned with County priorities (priority outcome).</p> <p>Key Performance Indicator: Lower staff turnover and increase employee satisfaction.</p> <p>Performance Measure: Develop and provide comprehensive training for Contract Compliance Officers which will result in effective monitoring techniques that will reduce repeated violations/penalties.</p> <p>FY 04/05 Third Quarter Status: Two Compliance Officer 2s were promoted from within DBD and were fully trained in this quarter.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service X Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe</p>
<p><u>Professional Support Services Division</u></p> <p>Strategic Area: Reduce processing time and steps; Maintain and strengthen enterprise options trough training.</p> <p>Goal: Ensure the timely acquisition “best value” goods and services while maintaining integrity and inclusion.</p> <p>Outcome ES1-1: Clearly-defined customer service performance expectations & standards (priority outcome).</p> <p>Key Performance Indicator 95% satisfaction ratings.</p> <p>Performance Measure: Approve within 5 days (95% approval rating) the total number of AAPs submitted in FY 03/04 (with complete documentation) to ensure compliance with Ordinance 98-30 & Resolution 1049-93 for firms with an annual revenue less than \$5M.</p> <p>FY 04/05 Third Quarter Status: 71 applications received and approved within five days – 100%.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe</p>
<p>Strategic Area: Reduce processing time and steps; Maintain and strengthen enterprise options trough training.</p> <p>Goal: Ensure the timely acquisition “best value” goods and services while maintaining integrity and inclusion.</p> <p>Outcome ES1-1: Clearly-defined customer service performance expectations & standards (priority outcome).</p> <p>Key Performance Indicator 95% satisfaction ratings.</p> <p>Performance Measure: Approve within 10 days (90% approval rating) the total number of AAPs submitted in FY 03/04 (with complete documentation) to ensure compliance with Ordinance 98-30 & Resolution 1049-93 for firms with an annual revenue greater than \$5M.</p> <p>FY 04/05 Third Quarter Status: 176 applications received/174 approved within ten days - 99%.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe</p>

Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 4/1/2005-6/30/2005

<p>Strategic Area: Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.</p> <p>Goal: Enable County departments and their service partners to deliver quality customer service</p> <p>Outcome ES1-1: Clearly-defined customer service performance expectations & standards (priority outcome).</p> <p>Performance Measure: Approve 90% of all technical certification applications (within 10 days) (with complete documentation) to ensure compliance with Ordinance 82-37 & A.O. 3-39 (A&E) for FY 03/04.</p> <p>FY 04/05 Third Quarter Status: 127 applications received and approved within ten days – 100%.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.</p> <p>Goal: Enable County departments and their service partners to deliver quality customer service.</p> <p>Outcome ES1-1: Clearly-defined customer service performance expectations & standards (priority outcome).</p> <p>Key Performance Indicator Satisfaction ratings from service delivery departments.</p> <p>Performance Measure: Approve within 7 days (85% approval rating) the total number of Pre-Qualification Certifications (PQC) submitted in FY 03/04 (with complete documentation) to ensure compliance of A&E firms with A.O. 3-39.</p> <p>FY 03/04 Fourth Quarter Status: PQC is the culmination of the various certification processes including AAP, technical certification and business entity registration. Before a certificate is issued, all components must be fulfilled. The unit received and approved 118 PQC applications – 100%.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.</p> <p>Goal: Enable County departments and their service partners to deliver quality customer service.</p> <p>Outcome ES1-1: Clearly-defined customer service performance expectations & standards (priority outcome).</p> <p>Key Performance Indicator Satisfaction ratings from service delivery departments.</p> <p>Performance Measure: Conduct three community workshops on AAP requirements.</p> <p>FY 04/05 Third Quarter Status: The AAP Unit conducted six (6) “Understanding the County’s Affirmative Action Requirements” workshops. The workshops were presented to local vendors attending the Department of Procurement Management’s Request for Proposal workshops.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>

Departmental Quarterly Performance Report

Department Name: Department of Business Development

Reporting Period: 4/1/2005-6/30/2005

Strategic Area:

Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.

Goal:

Enable County departments and their service partners to deliver quality customer service.

Outcome ES1-1:

Clearly-defined customer service performance expectations & standards (priority outcome).

Key Performance Indicator

Satisfaction ratings from service delivery departments.

Performance Measure:

Conduct three community workshops on the County's anti-discrimination Ordinance 97-67 in construction, procurement, bonding and financial service industries.

FY 04/05 Third Quarter Status:

The Fair Business Practice Unit held three (3) community workshops on the County's Anti-Discrimination Ordinance. The workshop informed vendors of their rights and protections against discrimination in contracting, financial services, and bonding provided by Ordinance 97-67.

X Strategic Plan
X Business Plan
X Budgeted Priorities
X Customer Service
___ Workforce Dev.
___ ECC Project
___ Audit Response
___ Other _____
(Describe

Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 4/1/2005-6/30/2005

PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	92	102	90	12	90	13	91	12		

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

Deputy Director & 11 Operational Positions.

C. Turnover Issues

Promotional opportunities internally as well as with other County Agencies.

D. Skill/Hiring Issues

Budgetary Constraints.

E. Part-time, Temporary and Seasonal Personnel

(Including the number of temporaries long-term with the Department)

2 Temporary Employees

F. Other Issues

N/A

Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 4/1/2005-6/30/2005

Financial Summary
(All Dollars in Thousands)

	PRIOR YEAR Actual	CURRENT FISCAL YEAR						
		Total Annual Budget	Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
Transfer From General Fund	948	911	228	0-	683	-	683	0%
External Fees(Certif)	45	55	14	14	41	29	12	53%
Working Cap. Fund	6286	7472	1868	133	5604	208	5396	3%
Total	7279	8438	2110	147	6328	237	6091	3%
Expense*								
Salaries & Fringes	5791	6554	1639	1640	4916	4884	32	75%
Other Operating Expense	1024	688	172	98	516	294	222	43%
RENT	272	472	118	239	354	239	115	51%
Outreach Services	133	660	165	14	495	68	427	10%
C B O S	-	-	-		-	536	-536	0 %
Capital	59	64	16	5	48	20	28	31%
Total	7279	8438	2109	1996	6329	6040	289	72%

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 4/1/2005-6/30/2005

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature
Department Director

Date_____